

Position Title: Call Taker I

Salary Range: \$31,136.50-\$48,446.91

MINIMUM REQUIREMENTS: 1 year of experience in communication systems involving telephone, computer display terminals and associated keyboards and control devices; having experience with a high level of public contact, preferably under emergency conditions. Must have the ability to speak and write English with sufficient clarity to be understood by others on the telephone and in person. Must have the ability to report events and information in writing legibly and accurately, using proper English grammar. Ability to actively listen to others for an understanding of their needs and situations; Applicant must have the ability to hear and understand sound sources coming through a communications headset. Applicants may substitute one year of relevant experience or additional relevant education for the required experience. HS Diploma or its equivalent from an accredited institution is required. Applicant must be able to work 12-hour shifts including day or night shifts as well as weekend and holiday hours and inclement weather. Must be Division of Criminal Information (DCI) certified and Emergency Medical Dispatch (EMD) certified or have the ability to become certified within 1 year of date of hire and maintain certification throughout employment. The ideal candidate should possess basic Windows skills, the ability to type a minimum 2500 KPH, professional customer services skills and strong multi- tasking abilities.

Preferred Requirements: Preferably the ideal applicant will have the ability to handle stressful situations; ability to do several tasks at one time and remain focused under stress; strong multi-tasking abilities; ability to act in a decisive manner, using good judgment; ability to handle a variety of rapidly flowing information at one time; ability to learn and apply new information; ability to remember numerous details; good memory retention.

Position Duties: Processes incoming requests from the public or agencies to determine appropriate response; communicates with speech/hearing impaired persons using an alpha/numeric keyboard teletype machine; provides advanced EMD instructions to citizens needing medical assistance; forwards caller needs and appropriate response information to Telecommunicators for their dispatch of response units. Communicates with other agencies by telephone as needed to request or forward necessary information.

Applications can be downloaded from: City of Raleigh website www.raleigh-nc.org